

1. The first step is to identify the problem. This involves understanding the current situation and what needs to be improved.



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## Branch Reservation

- Important to get complete and accurate information
- Helpful when opening a ticket
- Assists in the logistical planning of the day

DEV

ECARS RESERVATION SYSTEM

AARS01-A

Select one of the following:

☒ Create a New Reservation      "Have you rented from us before?" (Optional)  
Home Phone# ( 314 ) 726 - 3001  
DL# 481722028      ST/PROV MO

☐ View Reservation for Customer Name \_\_\_\_\_ by GPBR PPGM or GP \_\_\_\_  
☐ View Reservation for Date 90897 by GPBR PPGM or GP \_\_\_\_  
☐ View By Reservation# R \_\_\_\_\_  
☐ View By National Reservation# \_\_\_\_\_

F3=Exit    F7=AAI

## Renter ID

- Lookup by phone number and/or driver's license number.
- Displays renter's address, phone numbers, driver's license number and expiration date.
- Purpose is to quickly identify repeat renters and speed up the transaction process.
- Available when creating a reservation and opening a rental ticket.

### CAR TYPE REQ RATE QUOTED

RENTAL TYPE \_ (B/C/D/I/O/R)      Source Cust # \_\_\_\_\_ ID \_\_\_\_  
Name MAGNUS\* DAN\*      (Last\*First\*)  
Street 8036 DELMAR #2W  
City ST. LOUIS      ST MO Zip 63130  
Home ( 314 ) 726 - 3001  
Office ( 314 ) 726 - 3001      Ext 0000      Employer  
Other ( 000 ) 000 - 0000      Ext 0000      Description  
Local Address

DL# 481722028      ST MO Exp 112197      DOB 112167      SSN # 000 00 0000  
Height 6      Weight 185      Eyes BRN      Hair BRN

ADDITIONAL DRIVER (Y/N) \_      Driver Name \_\_\_\_\_ Age \_\_\_\_  
Addr \_\_\_\_\_ Lic# \_\_\_\_\_      ST \_ Exp \_\_\_\_\_

OUT OF STATE (Y/N) \_  
F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F6=Units Avl F8=Prewrite  
F9=Clr RntrID F10=CC Aprvl F20=Chng RntrID F21=ID Rntr F23=More Keys

# Creating a Reservation - Screen 1

- Renter's name
- Pickup date and time, Return date and time
- Walkin, P/up (Pickup) , Delivery, CWC (Customer will call)
- Billing information (cust#, id#, date of loss)
- Car type requested, rate quoted, and comments associated with the rental

DEV                      BRANCH RESERVATION NUMBER 145866                      Print (Y or N) N                      CCRS01-A  
Pickup Branch PPGM  
Emp# \_\_\_\_\_  
Name MAGNUS\*    DAN\*                      (LAST\*FIRST\*)                      SSN# 000 00 0000  
PICKUP: Date 90997    Time 1145 AM    RETURN: Date 91097  
W/in \_    P/up \_    Deliver X    CWC \_    Comment TO JOE'S BODYSHOP  
PHONE: Home ( 314 ) 726 - 3001    Office ( 314 ) 726 - 3001 ext 0000  
Other ( 000 ) 000 - 0000    Description \_\_\_\_\_  
I/B/D/R/C/O I    Source Cust# SAF0001    ID 999  
BILL TO:    Direct Bill (Y or N) N    Credit Card Y    Cash/Check \_\_\_\_\_  
Bill To Cust# SAF0001 or Name SAFECO INS XX OF AMERICA\*\*    (COMPANY\*\*)     
Attention 999    Auth Until 91597    Max Amt 41.99+TAX  
CLAIM#/Pol/Po 03A-9765229-23    Date of Loss 90897  
(C/Claimant, I/Insured, T/Theft) C    Insured STROMBERG\* JIMMIE\*  
CAR TYPE: Class M Type V    F16    Comment NEEDS A MINIVAN!! HE HAS 9 KIDS!  
RATE QUOTED:    \$ 41.99    Comment \_\_\_\_\_  
F1=Exit                      F2=Cust List                      F4=ID List                      F5=Rates/Rules                      F8=More Info  
F9=Transfer                      F12=Previous                      F13=Insurance                      F15=Res Notes  
F20=Chg Rntr Info                      F21=ID Rntr                      F22=Clear Rntr ID                      F23=More Keys

## Creating a Reservation - Screen 2

- Shop information (shop cust#, shop name, phone number).
- Renter's year/make/model of personal vehicle.
- Airline information (Airline, flight number, arrival time).
- Renter's information (age, address).
- Reservation callback information.

DEV                      BRANCH RESERVATION NUMBER 145866                      Print (Y or N) N                      CCRS01-B  
                            Name MAGNUS\*    DAN\*  
                            Pickup Branch PPGM  
THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER  
SHOP: Cust# BMW0199    Name AUTOHAUS OF CLAYTON\*\*                      Attn HANZ  
                            Car Year 78                      Make/Model VW BUS                      Phone# ( 314 ) 727 - 8870

AIRLINE: \_\_\_\_\_ Flight: \_\_\_\_\_ Arrival Time: \_\_\_\_\_

CUST INFO    Age 29 yrs  
                            Street 8036 DELMAR #2W  
                            City    ST. LOUIS                      State MO    Zip 63130

CREATE CALLBACK    B/S    Adj    Svc    Cust    Res    Comment (Res only)  
FOR RESERVATION    -    -    -    -    -    \_\_\_\_\_

F1=Exit                      F2=Cust List                      F5=Rates/Rules                      F7=AAI                      F8=More Info  
F9=Transfer                      F12=Previous                      F13=Insurance                      F14=Credit Chk                      F15=Res Notes  
F20=Chg Rntr Info                      F21=ID Rntr                      F22=Clear Rntr ID                      F23=More Keys

## Creating a Reservation - F8=More Info

- Purpose of screen is to enter as much information as possible in order to allow for a faster Opening a Ticket process.
- Driver's license information (DL#, ST, exp. date).
- Additional driver and "Out of State" information.
- Bill-To information (bill-to name, address and phone number).
- Rates, mileages, DW/PAI, discounts, drop charges.

DEV MORE INFORMATION CCRS05-A  
Renter Name MAGNUS\* DAN\* RES# 145866  
Renter Drivers License 481722028 State MO Exp Date 112197  
DOB 112167 Height 6 Weight 185 Eyes BRN Hair BRN  
Employer  
Additional Driver (Y or N) Y Driver Name SCHMITZ\* MARY\*  
Address 600 CORPORATE PARK DR, 63105 Age 22  
Drivers License SCHMITZ State MO Exp Date 021799  
Out Of State (Y or N) Y KS, OK, TX  
Bill-To Name SAFECO INS XX OF AMERICA\*\* (Company Name\*\*) Attention \_\_\_\_\_  
Address SAFECO PLAZA Phone ( 206 ) 545 - 5000 Ext \_\_\_\_\_  
City SEATTLE State WA Zip 98185  
Start Chgs If Diff Date \_\_\_\_\_ Time \_\_\_\_\_ Pickup Date 9/09/97 11:45 AM  
X Calendar \_ 24 Hour \_ Specials  
Rates: \_\_\_\_\_ .00 /Hour 41.99 /Day \_\_\_\_\_ .00 /Week \_\_\_\_\_ .00 /Month  
Mileage \_\_\_\_\_ 0 /Mile After \_\_\_\_\_ 0 /Day 0000 /Week 0000 /Month X No Chg  
Drop Chg 50.00 Drop Location 0110 - ST LOUIS ARPT Disc 0 %  
Dmg Waiver 10.99 /Day PAI 2.00 /Day  
F5=Rates/Rules F7=AAI F12=Previous F20=Chg Rntr Id Enter=Update

# ARMS Reservation

- Sent electronically from the insurance company.
- Must be attached to a rental ticket within 3 or 6 months before it gets purged from the system.
- Must be attached to a rental ticket to have a "Live" ARMS connection.
- ARMS Reservations receive special attention in the rental branches.

DEV                      BRANCH RESERVATION NUMBER 145402                      Print (Y or N) N                      CCRS01-A  
                                  Pickup Branch PPGM    F8 for more..  
 Emp# \_\_\_\_\_    Taken By                      A R M S  
     Last Chg By                      A R M S  
 Name CLAUS\* SANTA\*    (LAST\*FIRST\*)                      SSN# 029 38 3829

PICKUP: Date 122597 Time 700 AM RETURN: Date \_\_\_\_\_  
 W/in \_ P/up \_ Deliver \_ CWC \_ Comment VEHICLE NEEDED IMMEDIATELY

PHONE: Home ( 282 ) 938 - 3839 Office ( 382 ) 982 - 2882 ext 8000  
 Other ( 314 ) 512 - 5000 Description UNIT NEEDED AT OTHER#

I/B/D/R/C/O I Source Cust# \_\_\_\_\_ ID \_\_\_\_\_  
 BILL TO: Direct Bill (Y or N) Y Credit Card \_ Cash/Check \_  
 Bill To Cust# JAN0001 or Name JANSEN INSURANCE OF AMERICA\*\* (COMPANY\*\*)  
 Attention RANDALL\*MORRIS\* Auth Until \_\_\_\_\_ Max Amt 10.00 + TAX  
 CLAIM#/Pol/Po XMAS Date of Loss \_\_\_\_\_  
 (C/Claimant, I/Insured, T/Theft) I Insured \_\_\_\_\_  
 CAR TYPE: Class \_ Type \_ F16 Comment \_\_\_\_\_  
 RATE QUOTED: \$ \_\_\_\_\_ Comment INS CO WILL PAY 10.00/DY

F1=Exit                      F2=Cust List                      F4=ID List                      F5=Rates/Rules                      F8=More Info  
 F9=Transfer                      F12=Previous                      F13=Insurance                      F15=Res Notes                      F17=Res Match  
 F21=ID Rntr                      F22=Clear Rntr ID                      F23=More Keys



## NATRES Reservation

- Consists of Fleet, Retail, Government, VIP, Sabre reservations.
- The first letter of the reservation number (Ex. M15897) stands for the machine on which the GPBR resides.
- All NATRES reservations are taken at a central location and sent electronically to the rental branches.

NORTH  
RESERVATION: N81443  
GPBR: 6A01 [US] PHONE: (314) 248-5000 PRINT (Y or N): N  
AIRLINE: PICK-UP FLIGHT: RTRN GPBR: 6A01 [US]  
P/UP DATE: 9/09/97 TIME: 5:00 PM PICKUP PH#: (314) 512-5000  
R/T DATE: 9/10/97 TIME: 5:00 PM DAY PHONE:  
CUSTOMER: GRAVES\*BOB-TEST\* HOME PHONE:  
ADDRESS: ENTERPRISE AUTOBODY CALLED FRM:  
CORPORATE DRIVE BIRTHDAY:

CREDIT CARD: EXPIRES: 00 00  
DRIVER LIC#: EXPIRES: 00 00 00  
CAR TYPE: FCAR DISCOUNT:  
PO#: 12345/123456789 ASSOC: CSC80  
DAILY WEEKLY MONTHLY WEEKEND  
RATES: 33.50 234.50 800.00 .00  
MILES 150 1050 2500 0  
UNLIM:

ARC #: CSC800 PHONE:  
SPECIAL INSTRUCTIONS: DIRECT BILL CSC800, CAL DAY BILLING  
CDW/Min. State Liability incl. in rate.  
TAKEN BY: 58933 ON: 9/08/97 SOURCE: 58  
F1=Exit F17=Reserv Match

## Locator System

- Third Party software used to locate the nearest rental branch.
- Used by ARMS and NATRES to locate the nearest rental branch to the renter.

CENTRAL

### Enterprise Location System

CCEL01/A

Phone No.: 3147215999 or Postal Code: \_\_\_\_\_  
Show airport locations only? \_ (Y/ )

Location: 0139  
Name: ENTERPRISE RENT-A-CAR  
Address: 7730 BONHOMME AVENUE  
CLAYTON MO 63105  
Comments:

Phone: 314 - 862 - 4486  
Approx. Miles: .0

Location: 0101  
Name: ENTERPRISE FLEET LEASING  
Address: 8844 LADUE ROAD  
LADUE MO 63124-208  
Comments:

Phone: 314 - 863 - 0110  
Approx. Miles: .0

Location: 7610 ARMS reservations not accepted  
Name: NATIONAL RESERVATION CENTER  
Address: 2650 SOUTH HANLEY ROAD  
ST. LOUIS MO 63144  
Comments:

Phone: 314 - 781 - 8007  
Approx. Miles: 2.8

More...

F3=Exit F7=AAI

## Opening a Ticket - Screen 1

- Contains rental type, source cust# and id#, renter information, additional driver information, and "Out of State" descriptions.
- Ability to change or delete renter id information via function keys.
- Car type requested, rate quoted, reservation comments, date and year/make/model of vehicle last rented shown at top of screen.

CAR TYPE REQ MVAR NEEDS A MINIVAN!! HE HAS 9 KIDS!

RATE QUOTED \$ 41.99

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

RENTAL TYPE I (B/C/D/I/O/R)

Source Cust # SAF0001 ID 999 F15=Reservation  
(Last\*First\*)

Name MAGNUS\* DAN\*

Street 8036 DELMAR #2W

City ST. LOUIS

ST MO Zip 63130

Home ( 314 ) 726 - 3001

Office ( 314 ) 726 - 3001 Ext 0000 Employer

Other ( 000 ) 000 - 0000 Ext 0000 Description

Local Address

DL# 481722028

ST MO Exp 112197 DOB 112167 SSN # 000 00 0000

Height 6 Weight 185 Eyes BRN Hair BRN

ADDITIONAL DRIVER (Y/N) Y Driver Name SCHMITZ\* MARY\* Age 22  
Addr 600 CORPORATE PARK DR, 63105 Lic# SCHMITZ ST MO Exp 21799

OUT OF STATE (Y/N) Y KS, OK, TX

F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F6=Units Avl F8=Prewrite  
F9=Clr RntrID F10=CC Aprvl F20=Chng RntrID F21=ID Rntr F23=More Keys

## Opening a Ticket - Screen 2

- Special Instructions prompt at top of screen.
- Bill-To information (cust#, id#, address, phone number)
- Claim information (claim#, insured's name, max amount).
- Shop information (shop cust#, year/make/model)
- Renter's vehicle year/make/model.

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

Source Cust# SAF0001 ID 999  
COMPANY BILL TO (Y/N) Y Cust# SAF0001 ID 999 Attn UNKNOWN\*\*  
Complete If Name SAFECO INS XX OF AMERICA\*\* (Company Name\*\*)                       
Cust # 999999 Street SAFECO PLAZA  
City SEATTLE ST WA Zip 98185  
Phone ( 206 ) 545 - 5000 Ext 0000

CLAIM/POL/PO# 03A-9765229-23 Max Amount 41.99+TAX  
(C/Claimant, I/Insured, T/Theft) C Insured STROMBERG\* JIMMIE\*  
Loss Date 90897 Car Sale Referral                     

SHOP Cust# BMW0199 Name AUTOHAUS OF CLAYTON-ST. LO Attn HANZ  
Car Yr 78 Make/Model VW BUS Phone ( 314 ) 727 - 8870

F2=Cust List F3=Exit F4=ID List F5=Rates/Rules F7=AAI F8=Prewrite  
F10=CC Approval F11=CK Approval F12=Prev

## Opening a Ticket - Screen 3

- Callback type (Body shop, Adjustor, Service, Customer)
- Calendar Day, 24 Hour Day, Weekend Special
- Taxes, Surcharges, Additional Charges (Additional driver, Underage driver, babyseats, ski racks).

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION. OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

Callback Type ☒ B/S ☒ ADJ ☐ SVC ☒ CUST

Calendar Day ☒ 24 Hour Day ☐ Special ☐

Surcharge % 6.000 Fuel Charge 2.00 Per DAY  
Drop Charge 50.00 Drop Location 0110 - ST LOUIS ARPT

☒ DEVSCHG 3.000 %  
☒ AP/ACC 2.00 /RENTAL

☒ ADDLDRVR 2.00 /DAY

Underage Driver Indicated  
Additional Driver Indicated

F3=Exit F5=Rates/Rules F8=Prewrite F10=CC Approval F11=Check Approval  
F12=Previous

## Weekend Specials

- Start Special date and time, End Special date and time.
- Must choose either a Daily Special or a Package Special.
- If an additional discount is applied to the rental ticket, it will not discount the weekend special because it is already a discounted rate.

DEV SPECIAL RATES CCRA1C/C

START SPECIAL \_ Date 90897 Time 311 PM OR Date 091297 Time 0311 PM

END SPECIAL Date 091597 Time 0311 PM

DAILY SPECIAL Rate 19.99 /Day  
Miles \_\_\_\_\_ /Day OR ☒ No Charge

\*\*\*\*\* OR \*\*\*\*\*

PACKAGE SPECIAL Rate \_\_\_\_\_ .00 /Pkg  
Miles \_\_\_\_\_ 0 /Pkg OR ☐ No Charge

F3=Main Menu F5=Rates/Rules F7=AAI F12=Previous

## Opening a Ticket - Screen 4

- Based upon the callback type(s) chosen on screen 3, drives what extension dates fields appear on screen 4.
- Date Out and time
- Current and/or customer extension dates and times.
- Unit information
- Rate (daily, weekly, monthly), Mileage (daily, weekly, monthly, no charge).
- Protection package description and rates (DW/PAI/SLP)
- Deposit, callback note, update code/employee number.

CAR TYPE REQ      MVAR      NEEDS A MINIVAN!!      HE HAS 9 KIDS!

RATE QUOTED      \$ 41.99

THIS CUSTOMER IS ONLY TO BE DIRECT BILLED IF THE ADJUSTOR SENDS AN ARMS  
RESERVATION.      OTHERWISE THIS IS A SOURCE-ONLY CUSTOMER NUMBER

DATE OUT 90897 Time 254 PM ( Start Chgs If Diff Date      Time      )  
 Curr Ext Date 91097 Time      By LMB Cust Ext Date 091597 Time 0254 PM  
 Auth Until Date 091597

ECAR #      License # TEMPS      Or Serial # 968574      Not On File X  
 RATE      41.99 /Day      Disc % 0  
 Mileage 0 /Mile After 0 /Day      0 /Week      0 /Month  
X No Charge

DW      10.99 /Day  
 PAI      2.00 /Day  
 SLP      2.00 /Day

DEPOSITS    Cash 50.00    Check .00    CC .00

CALLBACK NOTE NEEDS TO RENT A BABYSEAT LATER IN THE MONTH  
 Update Code      Emp#      Emp# if Different                
 F3=Exit      F5=Rates/Rules      F6=Units Avl      F7-AAI      F8=Prewrite  
 F9=Unit Pend      F10=CC Approval      F11=Ck Aprvl      F12=Prev      F16=Est Chgs

## Assigning a Unit

- User can key in a unit# or use F6=Units Available which allows the user to choose from a list of units that are currently not on rent.
- If a unit is new car stock, the user can assign a temporary unit number ("Z" unit number).

DEV

NEW UNIT ADD

CCRAUA-B

<u>Color</u>	<u>Yr</u>	<u>Make</u>	<u>Modl</u>	<u>Sers</u>	<u>Dealer</u>
BROWN	98	GMC	SAFA	MVAN	BREEDEN'S GMC & YUGO

Optional Comment: \_\_\_\_\_

Emp#: 90039

Cmd1=Exit Cmd7=AAI



## Customer Warning

- Keyed into the system using program AARA13.
- Used to alert rental branches of bad customers.
- Available when creating a reservation, opening a rental ticket or correcting a rental ticket.
- Information currently stays in system for 3 years. Project in process to increase this to 6 years. If customer attempts to rent car during this 3 (or 6) years, they are automatically signed up for another 3 (or 6) years.

```
DEV                                ===== FQS090A
===== >  W A R N I N G !!!  <=====
=====
DRIVER INFORMATION
NAME (LAST) MILLER                (FIRST) THOMAS
STREET 600 CORPORATE PARK DRIVE
CITY ST. LOUIS                    STATE MO ZIP 63105
HOME PHONE ( ) - OFFICE PHONE ( ) - EXT
DRIVER LICENSE 1212121212        STATE MO EXPIRES 020299
DOB 021765                      HEIGHT 6 06  WEIGHT 155  EYES GREEN  HAIR NONE
SSN # 0000000000                EMPLOYER

REF DOC#-GPBR: D555555 - PPGM      - - -

MESSAGE
CUSTOMER NIGHT DROPPED CAR.  CAR WAS DAMAGED ON FRONT HOOD AND LEFT
REAR PANEL.  NO CREDIT CARD ON CONTRACT.  OWES $347.62 FOR RENTAL
PLUS COSTS OF DAMAGES.

REPORTED BY BREEDEN*LISA M*        TITLE  ADMIN DEPT SUPV
PHONE ( 555 ) 555 - 5555  EXT      GP PP  DATE REPORTED 090897

DO YOU WISH TO VOID THE TICKET? Y (Y or N)      EMP # _____
```

## Reasons for Correcting a Ticket

- To change any piece of the renter information.
- To change the Bill-To information.
- To add/delete an additional driver.
- To add/delete SLP or any other surcharge.
- To add claim information.

RENTER INFORMATION Rental Type I (B/C/D/I/O/R) Srce Cust# SAF0001 ID 999  
Name MAGNUS\* DAN\* (Last\*First\*)  
Street 8036 DELMAR #2W  
City ST. LOUIS ST MO Zip 63130  
Home Phone ( 314 ) 726 - 3001 Office Phone ( 314 ) 726 - 3001 Ext 0000  
Other Phone ( 000 ) 000 - 0000 Local Address \_\_\_\_\_

Driver License 481722028 State MO Expires 112197  
DOB 112167 Height 6 00 Weight 185 Eyes BRN Hair BRN  
SSN # 000 00 0000 Employer \_\_\_\_\_  
Additional Driver (Y/N) Y Driver Name SCHMITZ\* MARY\*  
Driver Address 600 CORPORATE PARK DR, 63105 Age 22  
Driver License SCHMITZ State MO Expires 021799

Out Of State (Y/N) Y KS, OK, TX

Company Bill-To (Y/N) Y Cust# SAF0001 ID 999 Attn UNKNOWN\*\*  
Complete If Name SAFECO INS XX OF AMERICA\*\* (COMPANY NAME\*\*)  
Cust# 999999: Street SAFECO PLAZA  
City SEATTLE ST WA Zip 98185  
Phone ( 206 ) 545 - 5000 Ext 0000

F2=Cust List F3=Exit F4=ID List F7=AAI

## Reasons for Switching Units

- Customer decides that they would like a different car.
- Car breaks down.
- Car needs to be taken in for wholesale.
- Enterprise needs to switch renter out of a specialty vehicle because it is reserved for another customer.

DEV            D# 067088            Renter MAGNUS\*    DAN\*            CCRA03A  
Emp# 01164

### SWITCHING UNITS

UNIT 1	ZPPYZC	DATE/TIME OUT	090897	0254 PM	START MILES	<u>15</u>
		DATE/TIME IN			END MILES	<u>45</u>

Old unit returned here X or to \_\_\_\_\_  
New unit ZPPKJI License # NTRPRIZ OR Serial # A01500 Not on file \_  
New unit date out 090897 Time out 0700 PM

CHANGING RATE-1    Original: 9/08/97 2:54 PM    Current: 09/08/97 03:50 PM  
New rate effective date \_\_\_\_\_ Time \_\_\_\_\_  
Calendar Day X 24 Hour Day \_    Special \_    Discount 00 %

Rate .00 /Hour    41.99 /Day    .00 /Week    .00 /Month  
Mileage @ 0 /Mile after 0 /Day    0 /Week    0 /Month X No Charge  
Damage waiver/Day 10.99    PAI/Day 2.00

Unit switch effective date required  
Cmd1=Return    Cmd4=Units Avail    Cmd5=Spec    Cmd6=Rate    Cmd7=AAI    Cmd10=Prev mile

## Reasons for Changing Rates

- Switched into a new unit# with a different rate.
- Add/delete DW or PAI.
- Add a Weekend Special.
- Add/delete a weekly or monthly rate.

DEV            D# 067088            Renter MAGNUS\*    DAN\*            CCRA03A  
Emp# 01164

SWITCHING UNITS

UNIT 1	ZPPYZC	DATE/TIME OUT	090897	0254 PM	START MILES	15
		DATE/TIME IN	090897	0300 PM	END MILES	45
UNIT 2	ZPPKJI	DATE/TIME OUT	090897	0300 PM	START MILES	_____
		DATE/TIME IN			END MILES	_____

Old unit returned here \_ or to \_\_\_\_\_  
New unit \_\_\_\_\_ License # \_\_\_\_\_ OR Serial # \_\_\_\_\_ Not on file \_  
New unit date out \_\_\_\_\_ Time out \_\_\_\_\_

CHANGING RATE-1    Original: 9/08/97 2:54 PM    Current: 09/08/97 03:51 PM  
New rate effective date 090897    Time 0300 PM  
Calendar Day X 24 Hour Day \_    Special \_    Discount 00 %

Rate        .00 /Hour    35.99 /Day        .00 /Week        .00 /Month  
Mileage @   0   /Mile after   0   /Day        0   /Week        0   /Month    X No Charge  
Damage waiver/Day 10.99    PAI/Day 2.00

Cmd1=Return    Cmd4=Units Avail    Cmd5=Spec    Cmd6=Rate    Cmd7=AAI    Cmd10=Prev mile

# Callbacks

- Allows us to keep in regular contact with our customers and track the progress of their rental from start to finish.
- Callback types include: Body shop, Adjustor, Service, Customer.
- Callbacks "pop-up" daily based upon the extension dates.

DEV	ADJUSTOR	CALLBACK DETAIL - D067088 - PPGM	CCCB50/A
DATE OUT 9/08/97 2:54 PM	CURR EXT 9/10/97	CUST EXT 9/15/97	
CUSTOMER MAGNUS* DAN*	HOME PHONE# 314-726-3001		
RATE 35.99 /DAY	OFFICE PHONE# 314-726-3001	EXT 0000	
CONSOL PPGM	OTHER PHONE#		
BILL-TO Y BILL-TO CUST# SAF0001	SHOP# BMW0199	AUTOHAUS OF CLAYTON-	
BILL-TO NAME SAFECO INS XX OF AMERICA**	PHONE# 314-727-8870		
PHONE# 206-545-5000 EXT	ATTN HANZ		
ID/ATTENTION 999 UNKNOWN**	YEAR 78 MAKE/MODL VW BUS		
CLAIM/POL/PO# 03A-9765229-23	LOSS DATE 090897		
MAX.AMOUNT 41.99+TAX	INSURED STROMBERG* JIMMIE*		
NEW INFO EMP# _____			
9/08/97 2:54 PM	RENTAL EXTENDED UNTIL 09/10/97 BY LMB	90039	
9/08/97 2:54 PM	NEEDS TO RENT A BABYSEAT LATER IN THE MONTH	90039	
STATUS LM <input checked="" type="checkbox"/> DO <input type="checkbox"/> OK	CALLBACK TYPE <input checked="" type="checkbox"/> B/S <input checked="" type="checkbox"/> ADJ <input type="checkbox"/> SVC <input checked="" type="checkbox"/> CUST		
EXTENSION DATE 000000 BY _____			
LAST DAY 000000 BY _____			
F2=Cust List F3=Exit F4=ID List F5=Open Ticket F6=Chgs To Date			
F7=AAI F8=Update Tkt F9=Callback Notes F10=Receipt Depos Roll=Fwd/Back			
F12=Previous F13=Insurance F14=Credit Check F15=Reservation			

## CCCB30 - Callback Detail

- Helpful for viewing all notes at one time
- This same screen is also available when closing a ticket
- Based upon the callback types associated with the ticket, the CCCB30 screen would have either a current extension, customer extension, or both available for input.

DEV

CALLBACK DETAIL - D067088 - PPGM

CCCB30-1

RENTER - MAGNUS\* DAN\*

Print (Y/N) N

CUST# SAF0001 SAFECO INS XX OF AMERICA\*\*

ATTN UNKNOWN\*\* 206-545-5000

NEW INFO

EMP# \_\_\_\_\_

Current Extension Date 000000 Per \_\_\_\_\_

9/08/97	3:54 PM	NEEDS FINAL EXTENSION	01164
9/08/97	2:54 PM	RENTAL EXTENDED UNTIL 09/10/97 BY LMB	90039
9/08/97	2:54 PM	NEEDS TO RENT A BABYSEAT LATER IN THE MONTH	90039

F1=Exit

F7=AAI F12=Previous

Roll=Forward/Back

## Open Ticket Display

- Helpful when locating additional information about the rental ticket (charges, additional drivers, unit information, etc).
- All function keys from this screen supply output information only.

```
DEV                                OPEN TICKET DISPLAY - D067088 - PPGM                                CCRH01-A

Renter          SSN#              Additional Driver
MAGNUS* DAN*    SCHMITZ* MARY*
8036 DELMAR #2W  Lic# SCHMITZ              MO
ST. LOUIS      Exp  2/17/99  Age  22
Lic# 481722028  MO
Exp  11/21/97   DOB  11/21/67

Renter Auto
Shop# BMW0199 AUTOHAUS OF CLAYTON-ST. LO
Phone# (314) 727-8870 HANZ
Yr 78 Make/Model VW BUS
C-Claimant      Loss Date  9/08/97

Bill To
Cust SAF0001
Name SAFECO INS XX OF AMERICA**
ID#/Attn      / UNKNOWN**
Claim/POL/PO# 03A-9765229-23
Insured       STROMBERG* JIMMIE*

Date Out 090897 0254PM Start Chg 090897
Cal X  24hr      Special      Disc% 00

Deposit $      50.00  Cash X  Check
CC#              Exp

Rates          Mileage  Additional Charges
35.99 /DY NO CHG  FUEL      2.00
DW      10.99 /DAY
PAI      2.00 /DAY
SURCHG % 6.00 /RNT
SLP      2.00 /DAY GOV TAX 3.00 %
DROP CHG 50.00 /RNT AIRPORT 2.00 /RNT

Unit# ZPPYZC Lic# TEMPS      SN# 968574
Curr Unit N  98GMC SAFABROWN

Employee# 90039
F1=Exit  F4=Spec Rate  F5=Units  F6=Rates  F7=AAI  F8=Payments
```

## Closing a Ticket - Screen 1

- Charges End on Date and Time, unit mileages, fuel charges, Location returned to and drop charge.
- Bill-to information, extension date, billing dates, billing options.
- On ARMS tickets, billing option section is covered up by ARMS billing information. User cannot make any changes.

```

CLOSING TICKET# 067088 For Renter MAGNUS* DAN*
                  Charges End On Date 090997 Time 0354 PM

Mileage
Unit ZPPYZC Start 15 End 45 Unit ZPPKJI Start 15 End 45
Unit          Start      End      Unit          Start      End

Fuel Charges @ 2.00 Per DAY Amount To Be Charged 2.00
Last Unit Returned Here X Or To Drop Charge 50.00
Misc Charges/Refundable Expenses (X if applicable) DEVSCHG 3.000 %
SLP 2.00 /DAY ADDLDRVR 2.00 /DAY Airport Access 2.00 /RTL
Bill To (Y/N) Y Cust# SAF0001 Name SAFECO INS XX OF AMERICA**
                  Address SAFECO PLAZA
                  City SEATTLE ST WA Zip 98185
                  ID/Attn 999 UNKNOWN**

Curr Ext 091097 per
Billing Dates (If Diff) From Date 090897 Time 0300 PM
Max. Amt. 41.99+TAX To Date 090997 Time 1130 AM

Portion To Be Billed (Select One)
X 1. Total Charges Less X DW X PAI Fuel Tax/Schg Mileage Drop
   Misc X SLP ADDLDRVR Airport Access
- 2. $ .00 Per Day Plus Tax/Schg (Not To Exceed $ .00 Per Day)
- 3. $ .00 Per Day-No Tax/Schg (Not To Exceed $ .00 Total)
- 4. Other Amount $ .00 Description

Cmd2=Cst Lst
Cmd4=ID Lst Cmd6=Callback Detail Cmd7=AAI Cmd8=Accident Rpt Cmd9=Close Pendin
  
```



## Closing a Ticket - Screen 2

- Displays all applicable rates and charges for the rental ticket.
- User has ability to recompute rates and charges.
- User must accept charges to proceed to screen 3.

```

ACCEPT (A) or RECOMPUTE (R) A                               Cmd1=Exit  Cmd7=AAI
090897      Miles  Hours  Days  Weeks  Months  Waiver  PAI  Special
0300 PM  #                1                1                1
090997      @                35.99          10.99          2.00
0354 PM  $                35.99          10.99          2.00

000000
0000      #
000000      @
                $

000000
0000      #
000000      @
                $

000000
0000      #
000000      @
                $

TOTALS      .00      .00      35.99      .00      .00      10.99      2.00      .00
DEVSCHG      1.08  AP/ACC      2.00  SLP      2.00  ADDLDRVR      2.00      TOTAL
Surcharge %      6.000  Gas      2.00  Disc @      0 %      109.26
Surcharge      1.20  Drop      50.00  Misc      .00      Cmd3=Restart
  
```

## Closing a Ticket - Screen 3

- Displays the Total charges, less deposits, less amount billed to a third party and the balance due.
- The settlement of the balance due can be paid by cash, check, credit card, billed to another customer#, charged to an internal account or refunded.

```

CLOSING TICKET # 067088   For Renter MAGNUS*   DAN*
Total Charges              109.26
Less Deposits              50.00      1 # Of Deposits
Less Amount Billed To      109.26    SAFECO INS XX OF AMERICA**
Balance Due                50.00      REFUND
  
```

### Settlement Of Balance Due

```

Paid _____ .00 By Cash _____ Car Sale Referral _
    _____ .00 By Check _____
    _____ .00 By Credit Card _____
Bill _____ .00 Cust# _____ ID _____ Desc _____
Bill _____ .00 Cust# _____ ID _____ Desc _____
Bill _____ .00 Name _____ (Last*First*) TTL _____
                    Attn _____
                    Street _____
                    City _____ ST _____ Zip _____
                    Home Phone 000 000 0000 Office Phone 000 000 0000
                    A/R Description _____
Charge _____ .00 To Account _____ Unit # _____ Desc _____
Charge _____ .00 To Account _____ Unit # _____ Desc _____
Refund _____ 50.00 By Cash X Or Check _____
Emp# _____ 01164
  
```

```

Cmd1=Exit   Cmd2=Cust List  Cmd5=Internal Accts  Cmd8=Deposits  Cmd10=CC Apprvl
Cmd3=Restart Cmd4=ID List   Cmd6=Callbk Detail  Cmd9=ClosePnd  Cmd11=CK Apprvl
  
```

## Unit Transfer

- Used to transfer units between branches.
- Also used to transfer units to a “shop” status or from a “Rented” status to an “Available” status.
- Used to change the unit location description.

DEV

UNIT TRANSFER / DR LOC

CCRA11-A

Unit #	Yr	Make	Modl	Sers	Color	Miles
ZPPYZC	98	GMC	SAFA	MVAN	BROWN	

Currently  
Assigned To GPBR PPGM      Physical Assignment PPGM

Unit Rental Status A

Transfer To GPBR PP 01      Physical Assignment DRIVING TO YOUR GPBR

Employee # 94009

Unit Rental Status Legend:  
A Available For Rent  
R Rented  
S In Shop

NOTE: A Unit May Not Be Changed To  
An R Status. ECARS Supplies A  
Status Of R When A Unit Is Rented.

F1=Return   F3=Main Menu   F7=AAI

## Unit History

- Displays all history of a unit (rental history, maintenance history, DX history) starting with the most recent date/time.
- Users have the ability to add additional history.

DEV UNIT HISTORY CCRA13-A  
Unit # License # SN6 Yr Make Modl Sers Color Miles Rental Status  
ZPPYZC TEMPS 968574 98 GMC SAFA MVAN BROWN R

History		Next Roll Date	Next Unit	Emp #
Date	Time	Message		
90897	254 PM	PPGM D067088 OPENED	MAGNUS* D	90039
90897	1104 AM	RESERVED FOR MAGNUS		94010
90597	942 AM	STEVE ON CALLS		94009
90297	723 AM	PPGM D066503 CLOSED	ZAFFE* RO	94010
81497	546 PM	PPGM D066503 OPENED	ZAFFE* RO	94010
81297	237 PM	READY AT SUNTRUP		90039
80697	1200 PM	TAKE TO SUNTRUP FOR SERVICE		94009
80697	1117 AM	PPGM D065092 CLOSED	PETERSON*	94010
80197	801 AM	PPGM D065092 OPENED	PETERSON*	94009

000000

F1=Return F3=Main Menu F4=Maint history F5=DX History F7=AAI

## Units Not Rented

- Displays units not on rent and their current location.
- Displays car count and occupancy.
- Allows user to access units not on rent for other branches.
- Allows user to select to view unit history or transfer a unit.

```

2277 / 1572 /      1  UNITS NOT RENTED - PPGM      Next Unit  ZPPKQP CCRA16/A
69.0%                Next Branch  _____ DEV
X=Unit History  T=Unit Transfer
Unit-# License-# BB YR Make Modl Sers Color  SHP Last-Location
- ZABADQ ZAB-ADQ      97 CHEV CORS 4DR  TAN      PPGM
- ZPPDNH TEMPS        97 CHEV BLAZ 2DR  RED      PPGM
- ZPPDNT 11111112     97 CHVY CAVL LX   BLUE     PPGM
- ZPPDNU AAAABB2C     97 CHVY CAVL LX   BLUE     PPGM
- ZPPDQR HOPE         99 JKDJ ASKL JDSA LSFJAKDJ PPGM
- ZPPDRC 123456       99 BMW  Z28  RAG  GREEN    MARKS HOUSE
- ZPPDRD MARK         99 BMW  Z28  2DR  CHERRY   PPCB
- ZPPDRS MIKEKO       97 HYND CAR  5DR  HOTPINK  PPGM
- ZPPDTQ FCAR-EDT2    97 CHEV CORV 2DR  SILVER   PPGM
- ZPPDVL 123456       95 ISUZ RODE 4WD  BLACK    PPGM
- ZPPDVQ ECAR-EDIT    97 CHEV CAVA 2DR  RED      PPGM
- ZPPDZM 4554545      94 FFF  DEDE 1111 FFFFFFFF PPGM
- ZPPERX JS0026       63 BUIC ELEC 225  GREEN    PPGM
- ZPPEVU R00104       94 JEEP CJ8  2DST GREEN    PPGM
- ZPPJRT D            65 SDFS SFSF SDFS SDFSDF    PPGM
- ZPPJYR TEMPS        95 A    A    A    A          PPGM
- ZPPKDK TEMPS        95 GEO  PRZM LSI  BLACK    PPGM
- ZPPKJI NTRPRIZ      95 FORD MSTG EX   RED      PPGM
- ZPPKQP TTTTTTTTT    95 FORD EXPL 4WD  RED      PPGM
F1=Exit F7=AAI Enter=Continue BB=BUYBACK
  
```

## Unit Maintenance

- Allows the user to either activate or deactivate a maintenance message.
- Examples of maintenance include: Oil Changes, Recalls, Inspections, Antifreeze checks, stolen vehicles, generic messages (ex. left garage door opener in car).
- Admin has the ability to activate certain maintenance activities through AARA17.
- Oil changes are activated automatically through Ralph.

UNIT MAINTENANCE/MSG										CCRA17-00																																			
DEV	Unit#	License#	SN6	Yr	Make	Modl	Sers	Color	Miles	Rental Status																																			
	ZPPYZC	TEMPS	968574	98	GMC	SAFA	MVAN	BROWN	0	R																																			
<table border="0" style="width: 100%;"> <tr> <td style="width: 15%;">Act-ivate</td> <td style="width: 15%;">Deact-ivate</td> <td style="width: 35%;">Description</td> <td style="width: 15%;">Mileage</td> <td style="width: 10%;">Completed Date</td> <td style="width: 10%;">Time</td> <td style="width: 10%;">Shop</td> </tr> <tr> <td>-</td> <td><u>X</u></td> <td>Oil Change/Rotation</td> <td><u>7500</u></td> <td><u>090897</u></td> <td><u>1200 PM</u></td> <td><u>JIFFYLUB</u></td> </tr> <tr> <td>-</td> <td>AARA28</td> <td>Stolen vehicle</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>-</td> <td></td> <td>Message</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>-</td> <td></td> <td>Message</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>											Act-ivate	Deact-ivate	Description	Mileage	Completed Date	Time	Shop	-	<u>X</u>	Oil Change/Rotation	<u>7500</u>	<u>090897</u>	<u>1200 PM</u>	<u>JIFFYLUB</u>	-	AARA28	Stolen vehicle					-		Message					-		Message				
Act-ivate	Deact-ivate	Description	Mileage	Completed Date	Time	Shop																																							
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-	AARA28	Stolen vehicle																																											
-		Message																																											
-		Message																																											

Currently  
Assigned To GPBR PPGM

Physical Assignment PPGM

BOTTOM

Unit Rental Status S

Physical Assignment LOFR - AT JIFFY LUBE

Next Unit \_\_\_\_\_

A-Available R-Rented S-In Shop

Cmd1=Return Cmd3=Main Menu Cmd4=Unit History Cmd7=AAI Help

## Car Count / Occupancy

- Displays number of units in their fleet, number on rent, percentage on rent, number in shop, number of days earned, and percentage of days earned.
- Used as a tool for evaluating fleet management.
- Displays average rates broken down by rental type.

GPB 0101 15 Day Report For Period Ending 9/08/97

CCRA19-B

		IN	ON		IN	DAYS	
		SVC	RENT	%	SHOP	EARNED	%
MON	9/01	183	163	89.1	3	166	90.7
TUE	9/02	182	158	86.8	4	196	107.7
WED	9/03	185	158	85.4	2	173	93.5
THU	9/04	199	182	91.5	4	188	94.5
FRI	9/05	204	191	93.6	3	206	101.0
SAT	9/06	210	190	90.5	5	197	93.8
SUN	9/07	210	185	88.1	5	190	90.5
MON	9/08	206	189	91.7	6	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
	0/00	0	0	.0	0	0	.0
Average		197	177	89.7	4	188	95.8
Wkday Avg		193	174	89.8	4	186	97.5
Wkend Avg		210	188	89.3	5	194	92.1

F1=Reports Menu F3=Main Menu F12=Previous Screen

GPB 0101 MONTH TO DATE RATE SUMMARY

9/08/97

CCRA19-C

TYPE			INSURANCE			BODY SHOP			DEALER		
TYPE	#DAYS	%	RATE	#DAYS	%	RATE	#DAYS	%	RATE	#DAYS	%
I	526	35	44.99	8	2	29.50	8	62	50.00	8	13
B	13	1	42.99	36	7	26.00	5	38	33.99	8	13
D	63	4	31.99	8	2	.00	0	0	30.00	4	6
R	466	31	30.00	2	0	.00	0	0	22.99	3	5
C	158	10	25.99	94	18	.00	0	0	21.99	22	35
O	280	19	23.99	77	15	.00	0	0	21.50	11	17
			23.97	5	1	.00	0	0	20.99	3	5
Note: #Days			21.99	41	8	.00	0	0	15.99	4	6
Days Earned			20.99	15	3	.00	0	0	.00	0	0
			19.99	135	26	.00	0	0	.00	0	0
Averages Affected			17.99	10	2	.00	0	0	.00	0	0
By Weekly, Monthly			15.99	95	18	.00	0	0	.00	0	0
And Special Rates			.00	0	0	.00	0	0	.00	0	0
			.00	0	0	.00	0	0	.00	0	0
Overall Average			.00	0	0	.00	0	0	.00	0	0
Rate 31.34			.00	0	0	.00	0	0	.00	0	0
			.00	0	0	.00	0	0	.00	0	0
F1=Report Menu			.00	0	0	.00	0	0	.00	0	0
F3=Main Menu			.00	0	0	.00	0	0	.00	0	0
F12=Prev Screen			.00	0	0	.00	0	0	.00	0	0
Average Rate			23.15			27.61			26.81		

## Cash / Check Summary

- Allows the branch to balance their cash box.
- Allows the branch to adjust/reverse transactions.
- Credit card summaries are all handled electronically through FDMS (First Data Merchant Services).

DEV

Employee # CCRA09/A  
94009

\*\*\*\*\* CASH & CHECK SUMMARY \*\*\*\*\*

<input type="checkbox"/> 1. Cash/Check Review	
<input type="checkbox"/> 2. Make Adjustment Line <u>0000</u>	
<input checked="" type="checkbox"/> 3. Cash/Check Deposit	
Total Cash in Box	<u>245.32</u>
Assigned Cash Box Amount	<u>50.00</u>
Chits to be Reimbursed	.00
Chits to Remain in Box	.00
Total Checks to Deposit	<u>752.67</u>

\*\*\*\*\* CREDIT CARD SUMMARY \*\*\*\*\*

☐ 1. Credit Card Review

Cmd1=Exit Cmd6=Petty Cash Cmd7=AAI

Help